

Information Services Board (ISB) Meeting Minutes

Department of Information Services Board Room, The Forum Building
Olympia, Washington
July 7, 1998

Members Present:

Joe Dear
Charles Baum
Emilio Cantu
Jim Coolican
Tom Fitzsimmons
Jaysari Guha
Steve Kolodney
Ed Lazowska
Marsha Tadano Long
Cathy Wolfe

Others Present:

Todd Sander

Members Absent:

William Finkbeiner
Mary McQueen

Call to Order

Mr. Dear, ISB Chair, called the meeting to order.

Roll Call

Sufficient members were present to allow a quorum.

Approval of Minutes

The minutes from the January 21, 1998, ISB meeting were not approved. Mr. Emilio Cantu asked for revisions to the Department of Licensing (DOL) Business and Technology Assessment Project (BTAP) feasibility study. Approval would be requested at the next meeting.

Center for Information Services Acquisition

Mr. Andy Marcelia, Senior Technology Management Consultant, Department of Information Services (DIS), introduced Ms. Jean Floten, President of Bellevue Community College and Mr. Vic Albino, Executive Director of the Center for Information Services (CIS) who presented an acquisition plan to acquire new integrated administrative systems for the community and technical colleges. CIS, formerly known as Communications Technology Center, provides technology leadership and assistance to all Washington State community and technical colleges.

CIS plans to acquire, through a standard request for proposal in the open market, student information, financial aid, and human resource systems to replace out-dated systems. The estimated cost of acquiring and operating these systems over five years is

estimated at \$20 million. The colleges have identified \$4 million while planning for the project and plan to set aside an additional \$7 million over the next five years to fund \$11 million of the project. CIS will be asking for a supplemental budget of \$9 million. Ms. Floten, representing the CIS Board of Directors, emphasized the endorsement of the proposal by the Directors. She said the Directors have made a five-year commitment to complete the project with their local resources if state funding is not forthcoming.

The acquisition process will result in procurement of an integrated system for administration. The system would utilize a relational database with reporting capabilities for student information that will improve efficiencies and access. CIS said approximately \$5.5 million would be budgeted for implementation and training.

The CIS requested the Board's approval to proceed with the acquisition.

A motion was made and seconded to approve the acquisition plan.

Mr. Cantu opposed the proposal because he wanted to see more detailed material on the feasibility of the project.

The motion carried, nine in favor, one opposed.

DSHS Contract Extension

Mr. Rich Martin, Senior Technology Management Consultant, DIS, introduced Mr. Charles Reed, Deputy Secretary, Department of Social and Health Services (DSHS), Jane Beyer, Assistant Secretary for the Medical Assistance Administration, DSHS information systems staff, and Maurice Lynch, with the Federal Health Care Financing Administration (HCFA). They came before the Board and requested approval to extend the existing Medical Management Information System (MMIS) contract through the year 2004.

MMIS serves about 740,000 low-income people in the state, maximizing their opportunities to obtain quality health services through the jointly administered state/federal Medicaid program. Two million claims are processed monthly. Potential Year 2000 issues and upcoming federally mandated health care reform make a business case for extending the existing contract for four more years instead of initiating a new procurement at this time. During the extension period

enhancements would be made to meet new federal requirements, federal funding authorized by HCFA will cover 90% of the enhancements.

The current contractor ConsulTech, has provided MMIS support to the state since 1982. The system runs on a ConsulTech IBM mainframe in Atlanta, Georgia -- it consists of 1,400 programs and over three million lines of code. The state owns the code, programs, and documentation. It meets or exceeds HCFA standards for Federal Financial Participation. The vendor currently operates similar MMIS systems or has designed MMIS for several other states.

Board members commented on the importance of maintaining system documentation for possible future competitive procurements.

A motion was made and seconded to approve the extension of the current MMIS contract through the Year 2004.

The motion carried unanimously.

Employment Security One Stop Project Status

Mr. Stan Ditterline, Senior Technology Management Consultant, DIS, introduced Ms. Cindy Zehnder, Deputy Commissioner, Mr. Dennis Cole, Executive Director of One-Stop Project, and Mr. Thomas Bynum, Director of the Office of Information Services, all of the Employment Security Department (ESD), who provided an overview and status report on the Washington One-Stop Project. Through an Executive Policy Committee (EPC) administered by ESD, a technology policy was established to use the Internet to achieve universal access to labor market information and the communication among partners across the state.

The One-Stop Career Project takes a coordinated approach to integrate services for people seeking employment and employers seeking employees. There will be three major access points: a career development center, affiliated sites, and self-service sites. It is part of a much larger national initiative by the United States Department of Labor that has sponsored planning and implementation grants. ESD has started their second year of a three year grant. At the state level, the partnership includes members from the State Labor Council, the Federation of State Employees, the Association of Washington Businesses, the community colleges, the Governor's

office, and the Office of the Superintendent of Public Instruction.

The project would require an elaborate process of building interagency consensus on how to do business. Implementation would be phased. The first phase would be technical connectivity for all of the partners. The Executive Policy Council would set the guidelines for which organizations will be involved, what kind of programs and outcomes would result and allow the regional partnerships to design their programs around the guidelines.

During the next two years ESD would complete the establishment of core services, each of the 12 partners would have at least one career development center. Mr. Dennis Cole said there would be a continual effort to improve One-Stop. Customers will be surveyed to see how well One-Stop is working and how One-Stop could enhance data sharing. One-Stop plans to measure efficiencies and take into account the needs of target populations in the process.

Portfolio-based IT Management and Oversight

Mr. Todd Sander, Deputy Director, DIS, and Paul Taylor, Senior Policy Advisor, DIS, provided an overview on the status of the development of portfolio-based Information Technology (IT) planning and management document. The portfolio model is intended to tie agency missions and IT investments to business requirements.

Mr. Sander reported that draft portfolio-based policy and planning documents have been distributed to review committees for comment. The Department of Natural Resources has volunteered to participate in a pilot program to develop the first state agency model portfolio. DIS will be assisting three or four other agencies that have volunteered to participate in the second pilot group to create their respective portfolios. This will result in portfolios for both a large and small agency. He estimates the majority of larger agencies will have the portfolios completed by the end of this year.

The Board received a draft document titled Responsibilities and Obligations for Quality Assurance. The document is the work product of a half-day summit that DIS held for agency IT managers, Customer Advisory Board members, legislative staff, and representatives from the vendor

community who have provided external quality assurance on large technology projects in the past. The resulting document provides guidelines about the purpose, reporting, working relationships, compensation, and responsibilities for providing quality assurance for large IT projects. Using these guidelines as a foundation will help provide the quality assurance reporting required by the Board, Legislature, staff, and others who are interested in tracking IT projects. The draft document has been posted on the ISB web site and comments will be reviewed and considered. DIS will ask for Board approval at a future meeting.

At the January Board meeting, Mr. Cantu made a motion for ISB staff to provide the Board with a comprehensive inventory of State government's information technology investments. Mr. Taylor reported on the status of the data being collected to prepare the biennial performance report. DIS redesigned the reporting format to streamline the process. The redesigned process used a two page form, with two pages of instructions. The forms can be completed and submitted to DIS on-line on web-enabled forms, via FAX or through electronic mail. The response rate by the agencies was 82% compared to 42% two years ago.

In September the performance report document will be presented to the Board and will summarize the results of the data collected. Ms. Jaysri Guha said the data collected for the performance report should be a valuable tool used to establish benchmarks in IT overhead cost.

Year 2000 Update

Mr. John Saunders, Manager, DIS Year 2000 (Y2K) Program Office and Julie Boyer, Year 2000 Embedded Systems and Facilities project manager, Department of General Administration (GA), provided the Board with an update on the results of Y2K planning efforts underway to meet the Governor's directive. The goal is for there to be no interruption of vital public services and no loss of public resources as a result of the Y2K.

Mr. Saunders provided an update reflecting the results from the May 1998 independent risk assessment of 37 agencies' efforts to prepare systems for the Y2K. Results indicated one high-risk agency, ten medium-risk and 26 low risk agencies. At the project level there are 16 high-risk projects, 33 medium-risk and 44

low-risk projects. Trends indicated overall risks were declining, but risks were increasing in one indicator, milestones. Milestones demonstrate whether projects are making as much progress as they need to complete necessary modifications prior to Y2K.

Sterling Associates made three recommendations to the Y2K Steering Committee. The first was that agencies need to actively pursue planning for interruptions from suppliers of raw materials, electricity, water, food, and so forth. A second recommendation was to include a representative from the Military Department and Emergency Management Division on the Steering Committee. This has been done. The third was to consider adopting a process for escalating risks in projects that are persistent over time. Mr. Saunders emphasized the risk assessments to date have been primarily focused on information systems.

Mr. Saunders reported the Department of General Administration established a parallel program office in March to focus exclusively on the ways the Y2K affects what is known as embedded systems—that is facilities, equipment, rolling stock, communication systems, etc. Ms. Boyer has been working on an approach similar to the DIS Y2K Program to help state agencies and state government identify where the embedded systems are and what is needed to keep vital services operational.

Mr. Ed Lazowska asked if there was interaction with the county and municipal governments. Mr. Saunders said Mr. Steve Kolodney sent a letter to city and county elected officials in March to raise awareness of Y2K concerns. The Y2K Program Office has worked with the Association of County Officials and people who provide insurance services to cities and counties. Ms. Boyer was scheduled to participate in the Capital for a Day activities in Yakima and anticipated further efforts to take the information directly to communities.

The Board will continue to monitor the status of issues related to Y2K.

Remaining Agenda Items

None.

New Business

None.

Adjournment

The meeting was adjourned.